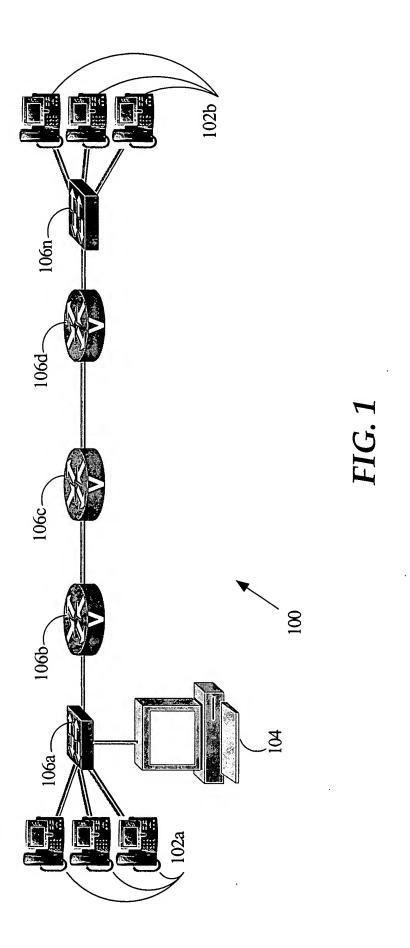
HICKMAN PALERMO TRUONG & BECKER LLP (408) 414-1080, Ext. 203 Attorney: John Henkhaus; Inventor: J. S. Shankar et al.

Title: Method and Apparatus for Determining the Source of User-Perceived Voice Quality... Docket No. 50325-0826; Page 1 of 4



Attorney: John Henkhaus; Inventor: J. S. Shankar et al.

Title: Method and Apparatus for Determining the Source of User-Perceived Voice Quality...

Docket No. 50325-0826; Page 2 of 4

TRANSMIT A REFERENCE FILE THAT REPRESENTS AN AUDIO WAVEFORM FROM A FIRST ENDPOINT TO AN INTERMEDIATE SWITCHING DEVICE

202

RECEIVE FROM THE SWITCHING DEVICE A RETURN FILE THAT REPRESENTS THE AUDIO WAVEFORM THAT WAS RECEIVED AT THE SWITCHING DEVICE AND TRANSMITTED BACK TO THE FIRST ENDPOINT

204

COMPUTE AUDIO DEGRADATION THAT OCCURRED IN A PATH BETWEEN THE FIRST ENDPOINT AND THE SWITCHING DEVICE BY COMPARING THE REFERENCE FILE WITH THE RETURN FILE

206

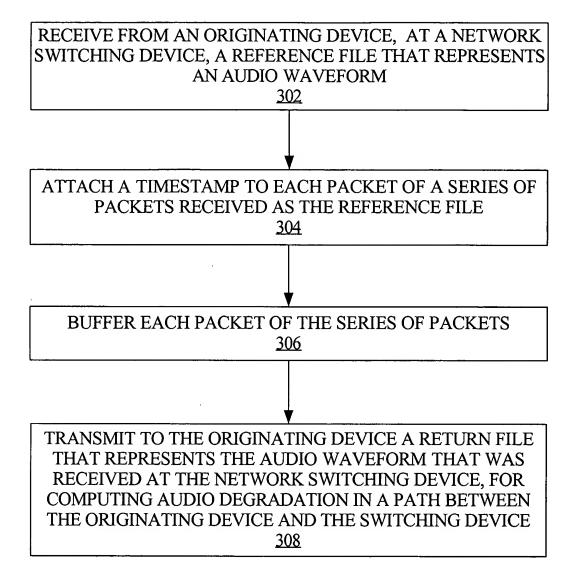
DETERMINE THE SOURCE OF AUDIO DEGRADATION IN A PATH BETWEEN THE FIRST ENDPOINT AND A SECOND ENDPOINT BASED ON THE AUDIO DEGRADATIONS COMPUTED FOR EACH SWITCHING DEVICE OF A SET OF SWITCHING DEVICES CONFIGURED ON A NETWORK BETWEEN THE FIRST AND SECOND ENDPOINTS

208

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Title: Method and Apparatus for Determining the Source of User-Perceived Voice Quality...

Docket No. 50325-0826; Page 3 of 4



Title: Method and Apparatus for Determining the Source of User-Perceived Voice Quality... Docket No. 50325-0826; Page 4 of 4

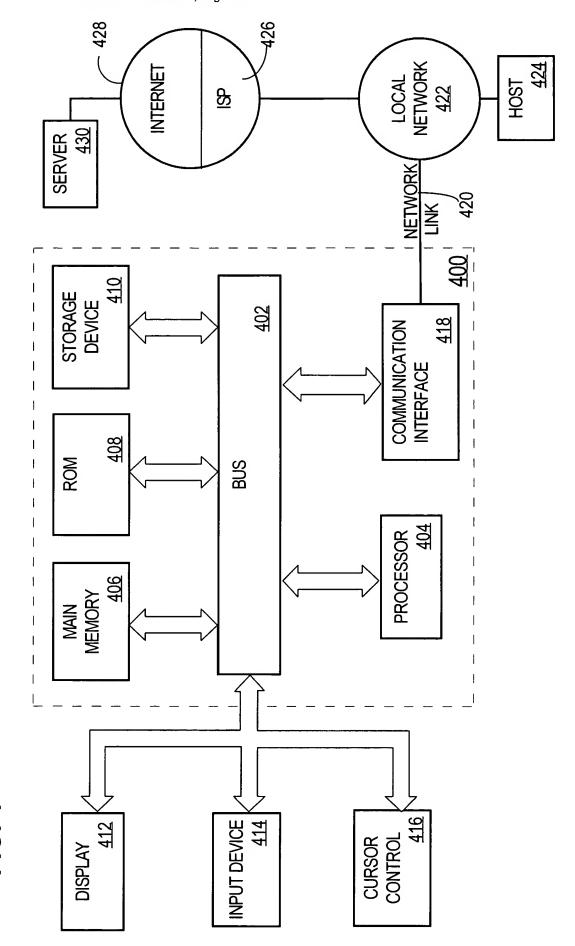


FIG. 4